



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ADMINISTRATIVE ASSISTANT
(WASTEWATER)
PUBLIC WORKS

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for performing routine to difficult administrative support work. Reports to the Assistant Administrator of Wastewater.

There are two (2) levels of Administrative Assistant distinguished by the level of work performed and the qualifications of the employee.

ESSENTIAL JOB FUNCTIONS

Processes the division's time and attendance and compiles payroll to include regular and overtime hours worked and various types of leave taken; verifies and distributes paychecks; assists with the employment process, to include posting requisitions, scheduling interviews; and preparing interview packages for interview panels.

Performs administrative duties to include photocopying, faxing, mailing, filing, preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings; purchases office supplies, monitoring monthly expenditures, preparing reports; prepares and processes purchase orders, requisitions and invoices utilizing software to accomplish financial actions.

Answers telephones and transfers to appropriate staff member; and meets and greets clients and visitors. Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances; screens and responds to general inquiries and complaints; and provides information on policies and procedures.

Maintains the status and location of crews in order to provide the most effective dispatch; responds to public inquiries as necessary. Dispatches crew, responsible party or other field personnel; dispatches on-call work crews as needed according to emergency recall procedures; keeps supervisors and management staff briefed on emergency situations; notifies Police and Fire Departments of emergency situations; coordinates Miss Utility requests as needed. Operates a telephone, two-way radio console to respond to a variety of service requests; monitors pump station alarm systems utilizing SCADA software; answers calls from alerting systems from other agencies.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values of Commitment,

Caring, and Collaboration. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Office Administration – Knowledge of office systems, practices, procedures and administration.
- Technology – Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

REQUIRED ABILITIES

- Judgement/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication – Excellent ability to listen and understand directions, information and ideas presented through spoken word or writing. Ability to handle a variety of customer service issues with tact, diplomacy and in a confidential manner.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

EDUCATION AND EXPERIENCE

Administrative Assistant I - Requires a high school diploma and 1-2 years of related administrative support experience, or an equivalent combination of education and experience.

Administrative Assistant II - Requires a high school diploma and 3-5 years of related administrative support experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check.

Must successfully complete the required National Incident Management System (NIMS) Incident Command System Certifications within one year of employment.

The job is considered Essential Personnel and will be required to work before, during and following natural disasters and emergency situations.

ENVIRONMENTAL HAZARDS

This job risks no exposure to any environmental hazards.

PHYSICAL AND DEXTERITY REQUIREMENTS

Requires sedentary work with occasional walking, standing, stooping, lifting and raising objects, exerting up to 10 pounds of force on a regular and recurring basis, and routine keyboard operations.

SENSORY REQUIREMENTS

This job requires normal visual acuity, and field of vision, hearing, and speaking.